

May 30, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

Received & Inspected
JUN 11 2007
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Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes – CC Docket NO. 92- 105

United Way 2-1-1 (United Way of Northeast Florida, Inc. in Jacksonville, Florida) hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. United Way 2-1-1 is limiting its comments to the status of 2-1-1 service in Florida.


United Day 2-1-1 employs 13 employees and since 2003 has provided 2-1-1 service to 10 counties throughout Northeast Florida reaching a population of 1.3 million people. The database of service providers used for making referrals has listings for 3,500 agencies and programs. In 2006, the United Way 2-1-1 call center answered 71,050 calls.

The most common reasons clients give for calling United Way 2-1-1 are they are in need of emergency financial assistance, food and shelter. Our United Way 2-1-1 is also a support agency at the Emergency Operations Center, which is activated at various times during the hurricane season to provide assistance to those in need. As the ESF-15 (Emergency Support Function 15), we help coordinate volunteer requests and charitable contributions.

United Way 2-1-1 has worked closely with community partners, including the Emergency Services and Homeless Coalition, I.M. Sulzbacher Homeless Shelter, JaxCare, Catholic Charities and the City of Jacksonville's Mental Health and Welfare Division, and has devoted significant time and resources to implementing and operating the 2-1-1 service to make it easy for people to access the community shared database of services for information about health and human services.

We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of the service.

Sincerely,



Connie S. Hodges, President
United Way of Northeast Florida, Inc.

cc: Robert E. Arnold, Director of United Way 2-1-1

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